

**OFFICIAL RESPONSE**

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant : Clymer, Shawn Allen, et al.  
Serial No. : 10/612,190  
Filed : July 02, 2003  
Title : Early Warning of Potential Service Level Agreement Violations  
Attorney Docket : RSW920030046US1/IBM037PA  
Examiner : Highter, Trevillian H.  
Art Unit : 2151  
Confirmation : 4146

MS Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT**

This paper is being filed in response to an Office Action mailed July 23, 2008, in the identified application, having a reply due date of October 23, 2008. Reconsideration is respectfully requested in light of the amendments and remarks below.

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 12 of this paper.